

RENZ ALOYSIUS A. IGNACIO

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EXECUTIVE SUMMARY

- Managed and Led incident management team for dedicated project accounts
 - Extensive experience dealing with critical incidents, SLA requirements and interfacing directly with customers
 - Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues
 - Managed critical customer site outage resolutions
 - Worked with other vendors and engineering disciplines as necessary for each project
 - Hands-on technical experience in Avaya Call Management System, and Avaya Call Center Configuration, Avaya Basic Call Management, Avaya Voice Portal, Avaya Interaction Center and Avaya Communication Manager.
 - Expertise in Avaya CMS Report Interpretation and Customization
 - Worked in a Project team deployment of Avaya PABX call center configuration with integration to Call Management System and Avaya Voice Portal
 - An Avaya Certified Expert for IP Telephony implementation and design.
 - Experience in maintaining and implementing Information and Security process on the operations/project perspective.
 - Experience in Vendor, Implementation, Incident and Change management.
 - Basic technical experience on Cisco Switches and Routers
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EDUCATION

2015 – 2017	UNIVERSITY OF PERPETUAL HELP SYSTEM DALTA Master of Business Administration
2003 – 2006	MAPUA INSTITUTE OF TECHNOLOGY Bachelor of Science in Information Technology.

CERTIFICATIONS

JUNE 2008 - CONVERGENCE TECHNOLOGIES PROFESSIONAL 2007 (CTP 2007)
JUNE 2008 – AVAYA CERTIFIED ASSOCIATE (ACA)
JANUARY 2009 - ACA - CALL CENTER
DECEMBER 2009 - ACA - IP TELEPHONY IMPLEMENTATION
FEBRUARY 2009 - ACA - IP TELEPHONY
MARCH 2009 - ACA - VOICE PORTAL IMPLEMENTATION
FEBRUARY 2009 - AVAYA CERTIFIED SPECIALIST - IP TELEPHONY DESIGN (IMPLEMENTATION)
FEBRUARY 2010 - AVAYA CERTIFIED SPECIALIST - IP TELEPHONY IMPELEMENTATION AND SUPPORT
FEBRUARY 2010 - AVAYA CERTIFIED EXPERT - IP TELEPHONY IMPLEMENTATION AND DESIGN
NOVEMBER 2012 – ITIL V3 FOUNDATION CERTIFIED
JULY 2013 - ACIS - AVAYA AURA COMMUNICATION MANAGER AND CM MESSAGING - EMBEDDED (R6.x) CERTIFICATE (earned on Jun 18 2013 expires on Jun 18 2015)
JULY 2013 - ACSS - AVAYA AURA COMMUNICATION MANAGER AND CM MESSAGING - EMBEDDED CERTIFICATE (earned on Jul 9 2013 expires on Jul 9 2015)

PROFESSIONAL EXPERIENCE

Period of Employment – Position/Functions

June 2014 – Present

Verizon Communications Philippines Inc.

Cyberzone Northgate, Alabang, Muntinlupa City

Lead Network Engineer – Lead Level/Tier 1 Support for Honeywell

- Managed team communications in terms of trainings, process changes, urgent information that needs to be cascaded to the on shift engineers, break adherence, tools management and schedule.
- Quickly responds to all notifications of unplanned service interruptions from customer
- Provides the highest level of technical, proactive, and reactive customer support
- Provides ultimate ownership and responsibility for end to end incident management activities
- Support and Troubleshooting of Cisco routing and switching protocols for LAN(VLAN) and WAN(OSPF,BGP)
- Provides support with Voice operations team for escalated issues
- Provides support with Data operations, hardware issues/replacement like fan, power supply and hard disk replacements
- Meets and coordinates in regular manner for technical updates, issues and resolutions with the Level/Tier 1 Network Operations team
- Responsible for engaging local providers in Europe and United States of America that supports Honeywell to aid in trouble diagnosis and repair
- Responsible for running outage teleconference bridges effectively and professionally
- Responsible for taking customer calls, customer escalations and working with them to understand technical related issues
- Ensures to meet customer satisfaction and meets Service level agreement

Lead Consultant – Lead Level/Tier 1 Support for Morgan Stanley

October 2012 – June 2014

- Managed and Led incident management team
- Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues
- Support and Troubleshooting of Avaya Call Manager
- Support and Troubleshooting of Cisco routing and switching protocols for LAN(VLAN) and WAN(OSPF,BGP)
- Providing support with Voice operations team for escalated issues
- Providing support with Data operations, hardware issues/replacement like fan, power supply and hard disk replacements
- Resolving issues with Phone sets, fax issues and related administration Avaya PBX issues
- Providing support for Asterisk Voice Mail system
- Meets and coordinates in regular manner for technical updates, issues and resolutions with the Level/Tier 1 Voice Operations team
- Responsible for engaging Sprint, AT&T, Verizon and Local Telecommunications company in United States of America that supports Morgan Stanley to aid in trouble diagnosis and repair
- Responsible for running outage teleconference bridges effectively and professionally
- Responsible for taking customer calls, customer escalations and working with them to understand technical related issues
- Ensures to meet customer satisfaction and meets Service level agreement

December 2010 – October 2012

NxGen Inc.

Hanston Bldg. Pasig City

Senior Technical Consultant (Direct Contract for Citibank) – Global Voice Operations– Level 3 Support for Citibank

- Troubleshooting and Maintenance of Avaya Call Management System (CMS)
- Customization of Reports for Avaya Call Management System
- Troubleshooting and Maintenance of Avaya Basic Call Management System (BCMS/BCMR)

- Support and Troubleshooting of Avaya Communication Manager 4.0-5.2 (Avaya PBX)
- Support, Troubleshooting and Maintenance of Avaya Voice Portal (AVP)
- Support, Troubleshooting and Maintenance of Avaya Interaction Center (AIC)
- Support, Troubleshooting and Maintenance of Cisco ICM/PG
- Conducting User training
- Assisting APAC CITIPHONE and CITISERVICE officers/agents in Interpreting and Generating CMS reports

October 2008 – November 2010

NxGen Communications Pte Ltd

#31 Kaki Bukit Road 3 Singapore

Technical Consultant/Project Engineer

- Implementation, Troubleshooting and Maintenance of Avaya Call Management System (CMS)
- Customization of Reports for Avaya Call Management System
- Implementation, Troubleshooting and Maintenance of Avaya Basic Call Management System (BCMS/BCMR)
- Implementation and Troubleshooting of Avaya Communication Manager 4.0-5.2 (Avaya PBX)
- Implementation and Troubleshooting of IP/Digital Phones
- Implementation, Troubleshooting and Maintenance of Avaya Voice Portal
- Implementation, Troubleshooting and Maintenance of QMC Wallboard
- Part of the Project Group in which includes Installation and Commissioning of the system.
- Performing Maintenance and fault resolution
- Conducting User training
- Assisting Call Center Clients in Interpreting and Generating CMS reports
- Provide User's Training for BCMS Vu software.

May 21, 2007 - October 2008

Diversified Technology Solutions International Inc.

PBCom Tower, Ayala, Makati City

Converged Solutions Engineer/Application Engineer

- Implementation, Troubleshooting and Maintenance of Avaya Call Management System (CMS)
- Implementation, Troubleshooting and Maintenance of Avaya Basic Call Management System (BCMS/BCMR)
- Customization of Reports for Avaya Call Management System
- Implementation, Troubleshooting and Maintenance of Verint Ultra 9.3 and Ultra 10 System
- Implementation, Troubleshooting and Maintenance of Voice Link Server and Client / Voice Link Express
- IT Administration/Management
- Network Administration
- Basic Implementation and Troubleshooting of Avaya Communication Manager 3-4
- Basic Implementation and Troubleshooting of IP/Digital Phones
- Part of the Project Group in which includes Installation and Commissioning of the system
- Performing Maintenance and fault resolution
- Assisting Call Center Clients in Interpreting and Generating CMS reports